GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:398
ANSWERED ON:25.02.2015
REDRESSAL OF GRIEVANCES
Singh Shri Ravneet

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government intends to bring a legislation to ensure time bound and effective redressal of grievances of citizens related to non-delivery of entitled goods and services by the Government;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)

(a) to (c): The Government is committed to bringing in a legislation for ensuring effective redressal of grievances of citizens related to non-delivery of entitled goods and services by the Government. However, at this stage, no realistic time frame can be indicated for introduction of such a Bill in the Parliament.